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ABSTRACT

Based on the National Communication Skills Modules taught at the TAFE (Technical and Further Education) level in Australia, this book is designed to enhance written and oral business communication skills. It covers interpersonal skills, teamwork, and presentation skills in six chapters on the following topics: workplace communication, writing workplace documents, dealing with conflict, negotiation skills, team building and work team communication, and job-seeking skills. Each chapter is written as a learning module that is divided into two to four learning outcomes, or units of study. Each unit is structured into the following elements: introduction (purpose, learning outcomes, performance criteria); discussion of the subject matter; skills required; attitude required to attain the specific learning outcome; assessment profile to demonstrate competency; and competency attainment checklist and competency validation to be completed by trainer and learner. Exercises and assessment tasks are included in each unit. Learning activities include theoretical frameworks, experiential learning techniques, individual exercises, group work, and discussions. (KC)

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